

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:
 - a) receiving an inspection result automatically obtained by an inspection program by executing the inspection program on said electronic device on said customer's side; and
 - b) obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result, said diagnosis result including a diagnosis result about an electronic card attached to said electronic device.
2. (Original) The method of claim 1, further comprising the step of supplying said inspection program to said customer before said step a).
3. (Original) The method of claim 1, further comprising the step of
 - c) sending a computer-readable medium carrying said inspection program to said customer, whereinsaid step c) is performed before said step a).
4. (Original) The method of claim 1, further comprising the step of
 - d) sending said inspection program to said customer through computer communication, whereinsaid step d) is performed before said step a).
5. (Original) The method of claim 4, wherein said inspection program is registered on a server connected to a computer network.

6. (Original) The method of claim 5, wherein
a plurality of inspection programs are registered on said server in accordance with
diagnostic items of said electronic device.
7. (Original) The method of claim 1, wherein
a computer-readable medium carrying said inspection result is received in said
step a).
8. (Original) The method of claim 1, wherein
said inspection result is received through computer communication in said step a).
9. (Original) The method of claim 8, wherein
said step a) including the step of confirming whether data received as an inspection
result is a valid inspection result or not.
10. (Original) The method of claim 8, further comprising the step of
e) transmitting said diagnosis result to said customer.
11. (Original) The method of claim 10, further comprising the step of
f) accepting a request of repair from said customer through computer
communication.
12. (Original) The method of claim 11, wherein
said step f) including the steps of:
issuing an acceptance number of repair to said customer; and
recording said diagnosis result with said acceptance number.
13. (Original) The method of claim 12, further comprising the steps of:
receiving said electronic device from said customer;
finding out said diagnosis result related to said acceptance number;

repairing said electronic device in accordance with said diagnosis result; and
sending said electronic device back to said customer.

14. (Original) The method of claim 1, wherein
said diagnosis result includes information whether said electronic device needs
repair or not.

15. (Previously Presented) A method of diagnosing an electronic device which
belongs to a customer, said method comprising the steps of:

a) receiving an inspection result obtained by executing an inspection program on
said electronic device on said customer's side; and

b) obtaining a diagnosis result by diagnosing said electronic device on the basis of
said inspection result, said diagnosis result including information which indicates a state
selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

16. (Original) The method of claim 15, wherein
said second state includes a state where remaining power in a battery provided for
said electronic device is insufficient.

17. (Original) The method of claim 15, wherein
said second state includes a state where rest of area in a memory provided for said
electronic device is insufficient.

18. (Original) The method of claim 1, wherein
said step b) is performed by a computer.

19. (Cancelled)

20. (Previously Presented) A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) receiving a computer-readable medium carrying an inspection result, said inspection result obtained by executing an inspection program on said electronic device on said customer's side; and

b) reading out said inspection result from said computer-readable medium.

21. (Original) The method of claim 20, further comprising the step of

c) sending said computer-readable medium carrying said inspection program to said customer, wherein

said step c) is performed before said step a).

22. (Currently Amended) A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) receiving an inspection result through computer communication, said inspection result obtained automatically by an inspection program by executing the inspection program on said electronic device on said customer's side; ~~[[and]]~~

b) preparing for reading out said inspection result; and

c) accepting selection of an inspection program out of a plurality of inspection programs from said customer, wherein said step c) is performed before said step a).

23. (Currently Amended) The method of claim 22, further comprising the step of

~~[[c)]]~~ d) transmitting said inspection program to said customer through computer communication, wherein

said step ~~[[c)]]~~ d) is performed following said step c) and before said step a).

24. (Cancelled)

25. (Previously Presented) A method of serving an inspection program for an electronic device which belongs to a customer through computer communication, said method comprising the steps of:

a) registering a plurality of inspection programs on a server, said plurality of inspection programs corresponding to a plurality of functions of said electronic device, respectively;

b) accepting selection of an inspection program out of said plurality of inspection programs from said customer; and

c) accepting download of said inspection program selected in said step b), wherein said inspection program is adapted for execution on said electronic device on said customer's side so as to obtain an inspection result automatically.

26. (Currently Amended) A method of serving an inspection program for an electronic device which belongs to a customer, said method comprising the steps of:

a) preparing an inspection program; and

b) supplying said inspection program to said customer,

wherein an inspection result is generated by execution of said inspection program on said electronic device on said customer's side [[under]] so as to obtain the inspection result automatically, and diagnosis of said electronic device is performed on the basis of said inspection result, said diagnosis result including information which indicates a state selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state where said electronic device needs repair.

27. (Currently Amended) An apparatus for diagnosing an electronic device through computer communication, said electronic device belonging to a customer, said apparatus comprising:

a receiving circuit for receiving an inspection result obtained automatically by an inspection program by executing the inspection program on said electronic device on said customer's side; and

a processor for obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result, said diagnosis result including information which indicates a state selected from the group comprising:

a first state where said electronic device is normal:

a second state where said electronic devices has trouble but needs no repair; and

a third state where said electronic device needs repair.

28. (Original) The apparatus of claim 27, wherein
said processor compares a value included in said inspection result with a predetermined threshold value, to thereby judge whether said electronic device needs repair or not.

29. (Original) The apparatus of claim 27, wherein
said processor calculates a value for diagnosis from said inspection result, and compares said value for diagnosis with a predetermined threshold value, to thereby judge whether said electronic device needs repair or not.

30. (Original) The apparatus of claim 27, wherein
said processor judges whether data received as an inspection result is a valid inspection result or not.

31. (Original) The apparatus of claim 27, further comprising
a transmitting circuit for transmitting said diagnosis result toward said customer.

32. (Original) The apparatus of claim 31, wherein
said processor accepts a request of repair from said customer.

33. (Original) The apparatus of claim 32, wherein
said processor issues an acceptance number of repair to said customer, and records
said diagnosis result with said acceptance number.

34. (Original) The apparatus of claim 27, wherein
said diagnosis result includes information whether said electronic device needs
repair or not.

35. (Cancelled)

36. (Previously Presented) An apparatus for serving an inspection program for
an electronic device through computer communication, said electronic device belonging to
a customer, said apparatus comprising:

a receiving circuit for receiving messages from said customer; and

a processor for registering a plurality of inspection programs corresponding to a
plurality of functions of said electronic device, respectively, accepting selection of an
inspection program out of said plurality of inspection programs, and accepting download
of said inspection program selected by said customer,

wherein said inspection program is adapted for execution on said electronic device
on said customer's side so as to obtain an inspection result automatically.

37. (Currently Amended) A computer-readable medium carrying a program
for diagnosing an electronic device through computer communication, said electronic
device belonging to a customer, wherein execution of said program by a computer causes
said computer to perform a process comprising the steps of:

a) receiving an inspection result automatically obtained by an inspection program
by executing the inspection program on said electronic device on said customer's side; and

b) obtaining a diagnosis result by diagnosing said electronic device on the basis of
said inspection result, said diagnosis result including information which indicates a state
selected from the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and
a third state where said electronic device needs repair.

38. (Original) The computer-readable medium of claim 37, wherein said computer-readable medium is a hard disk system connected to a server on a computer network.

39. (Previously Presented) A computer-readable medium carrying a program for serving an inspection program for an electronic device through computer communication, said electronic device belonging to a customer, wherein execution of said program by a computer causes said computer to perform a process comprising the steps of:

a) registering a plurality of inspection programs on said computer, said plurality of inspection programs corresponding to a plurality of functions of said electronic device, respectively;

b) accepting selection of an inspection program out of said plurality of inspection programs from said customer; and

c) accepting download of said inspection program selected in said step b), wherein said inspection program is adapted for execution on said electronic device on said customer's side so as to obtain an inspection result automatically.

40. (Original) The computer-readable medium of claim 39, wherein said computer-readable medium is a hard disk system connected to a server on a computer network.